

XVII. HOUSING AND HOME IMPROVEMENT FOR OLDER AND DISABLED ADULTS

Current Subsidized Housing Providers and Owner/Property Managers: _____

(Please attach a list of properties with the # of units, # of subsidized units, location of properties, target population, cost per unit, cost per subsidized unit)

Number of Subsidized Housing Units Available: _____

Average Cost per Unit per Month (for each provider): _____

Housing & Home Improvement Providers: _____

Housing & Home Improvement Funding Sources: _____

Total Funding Last Fiscal Year for Housing & Home Improvement: _____

A. EXISTENCE		
Are these services available to older and disabled adults in your community?		
1. Does your community have handicap-accessible rental housing/apartments for older and disabled adults?	Yes	No
2. Does your community have a continuing care retirement community (CCRCs)?	Yes	No
3. Does your community have emergency housing resources for older and disabled adults?	Yes	No
4. Does your community have a:		
housing improvement modification program?	Yes	No
program that provides rental assistance?	Yes	No
housing information and assistance program?	Yes	No
program that provides assistance with general utility bills?	Yes	No
program that provides assistance with air conditioning and/or heating bills?	Yes	No
program that provides assistance with water/electricity bills?	Yes	No
services that provides for ramp construction and other home modifications?	Yes	No

OVERALL EXISTENCE RATING	1	2	3	4	5
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B. ADEQUACY					
Are these services in sufficient supply for those who need it?					
1. Do low income/subsidized housing providers keep a contact or waiting list? If so, how many people are waiting? Why are there people waiting? (e.g. lack of funding, no provider, no available land)? If no, why not (adequate supply or other reason)?			Yes No		
2. Is there a waiting list for: housing improvement modification programs (i.e. services that modifications accessibility such as ramps and other interior modifications such as door widenings)? programs that provide rental assistance? housing information and assistance? assistance with air conditioning/heating? assistance with water/electricity? If so, how many people are waiting for each? Why are there people waiting? (e.g. lack of funding, no provider)? If not, why not? (How many people are on the waiting list for each program/service? How many people in your community currently receive service? What is the ratio of the number waiting ÷ the number of people receiving services? How does the ratio compare to state rates and similar counties?)			Yes No Yes No Yes No Yes No Yes No		
3. How affordable are handicap accessible rental housing / apartments for older and disabled adults?			1 2 3 4 5		
4. To what degree is low income/subsidized housing offered in all areas of your community? Please list any uncovered areas:			1 2 3 4 5		
5. To what degree are the following programs offered to all					

areas of your community:					
housing improvement modification programs?	1	2	3	4	5
programs that provide rental assistance?	1	2	3	4	5
housing information and assistance?	1	2	3	4	5
assistance with air conditioning/heating?	1	2	3	4	5
assistance with water/electricity?	1	2	3	4	5
home weatherization?	1	2	3	4	5
home furnishings?	1	2	3	4	5
OVERALL ADEQUACY RATING	1	2	3	4	5

C. ACCESSIBILITY

How obtainable are these services for those most in need?

1. How acceptable are waiting times for the following:	
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|--|---|---|---|---|---|
| subsidized/low income housing? | 1 | 2 | 3 | 4 | 5 |
| affordable rental units? | 1 | 2 | 3 | 4 | 5 |
| CCRCs? | 1 | 2 | 3 | 4 | 5 |
| home improvement and modification services? | 1 | 2 | 3 | 4 | 5 |
| programs that provide rental assistance? | 1 | 2 | 3 | 4 | 5 |
| housing information and assistance? | 1 | 2 | 3 | 4 | 5 |
| assistance with air conditioning and/or heating? | 1 | 2 | 3 | 4 | 5 |
| assistance with water and/or electricity bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with telephone bills? | 1 | 2 | 3 | 4 | 5 |
| (What is the average waiting time? What % of people drop off of the waiting list before being served?) | | | | | |

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2. To what extent do the following programs conduct effective outreach activities?					
subsidized/low income housing?	1	2	3	4	5
CCRCs?	1	2	3	4	5
home improvement and modification programs	1	2	3	4	5
programs that provide rental assistance?	1	2	3	4	5
housing information and assistance?	1	2	3	4	5
assistance with air conditioning and/or heating bills?	1	2	3	4	5
assistance with water and/or electricity bills?	1	2	3	4	5
assistance with telephone bills?	1	2	3	4	5
(What types of public information, outreach, and other informational programs are offered to the general public, caregivers and others? What % of consumers or callers are self-referred?)					

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|--|---|---|---|---|---|
| subsidized/low income housing? | 1 | 2 | 3 | 4 | 5 |
| CCRCs? | 1 | 2 | 3 | 4 | 5 |
| home improvement and modification programs | 1 | 2 | 3 | 4 | 5 |
| programs that provide rental assistance? | 1 | 2 | 3 | 4 | 5 |
| housing information and assistance? | 1 | 2 | 3 | 4 | 5 |
| assistance with air conditioning and/or heating bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with water and/or electricity bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with telephone bills? | 1 | 2 | 3 | 4 | 5 |
| (What types of public information, outreach, and other informational programs are offered to the general public, caregivers and others? What % of consumers or callers are self-referred?) | | | | | |

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3. To what degree are the public communications and outreach activities by the following programs consumer-friendly?					
subsidized/low income housing?	1	2	3	4	5
CCRCs?	1	2	3	4	5
home improvement and modification programs	1	2	3	4	5
programs that provide rental assistance?	1	2	3	4	5

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housing information and assistance?	1	2	3	4	5
assistance with air conditioning and/or heating bills?	1	2	3	4	5
assistance with water and/or electricity bills?	1	2	3	4	5
assistance with telephone bills?	1	2	3	4	5
(What is the average reading level of materials? Are materials available in languages other than English? Large print? Braille? Are there PSAs on radio or local television/cable?)					
4. To what extent of the following providers offer discounts or sliding-scale fees based on income?					
subsidized/low income housing?	1	2	3	4	5
CCRCs?	1	2	3	4	5
home improvement and modification programs	1	2	3	4	5
programs that provide rental assistance?	1	2	3	4	5
housing information and assistance?	1	2	3	4	5
assistance with air conditioning and/or heating bills?	1	2	3	4	5
assistance with water and/or electricity bills?	1	2	3	4	5
assistance with telephone bills?	1	2	3	4	5
(What are the rules governing the use of the sliding scale?)What are the fee schedules? How much money is available to assist people? What % of consumers get reduced/free services?)					
OVERALL ACCESSIBILITY RATING	1	2	3	4	5

D. EFFICIENCY AND DUPLICATION OF SERVICES

How reasonable are the costs of services?

Are options for streamlining services available in the community?

<p>1. If home improvement/repair programs place a cap on expenditures for home repair projects, how appropriate is the cap?</p> <p>(What limits do providers place on allowable home improvements? What types of home improvements become unavailable to consumers because of the cap? What % of the consumers don't get all the necessary home improvements because of the cap?)</p>	<p>1 2 3 4 5</p>
<p>2. To what extent do home improvement/repair programs in your community use volunteers for labor?</p> <p>(How many volunteers do they have? How do providers recruit volunteers? Do they have all the volunteers they need/want? What is the estimate on the number of volunteer hours used per year? What would this equate to if the volunteers were paid?)</p>	<p>1 2 3 4 5</p>
<p>3. To what extent do home improvement/repair programs in your community use donated or discounted materials?</p> <p>(How do providers get the donated materials? What % of providers' materials are donated? How are the materials stored? Do providers have problems with storage? Do home improvement/repair programs work through local civic organizations to meet needs in the community?)</p>	<p>1 2 3 4 5</p>
<p>4. To what extent do providers use budget-extending practices, such as fundraisers, foundation grants, memorial gifts, or client contributions to serve more consumers?</p> <p>subsidized/low income housing?</p> <p>CCRCs?</p> <p>home improvement and modification programs</p> <p>programs that provide rental assistance?</p> <p>housing information and assistance?</p> <p>assistance with air conditioning and/or heating bills?</p> <p>assistance with water and/or electricity bills?</p> <p>assistance with telephone bills?</p> <p>(For each service, what % of providers revenues comes from these sources?)</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>

OVERALL EFFICIENCY AND DUPLICATION RATING	1	2	3	4	5
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E. EQUITY					
How available are these services to all who need them without bias?					
1. To what degree are the following services available to all populations in your community without bias:					
subsidized/low income housing?			1	2	3 4 5
affordable rental units?			1	2	3 4 5
CCRCs?			1	2	3 4 5
home improvement and modification ?			1	2	3 4 5
rental assistance?			1	2	3 4 5
housing information and assistance?			1	2	3 4 5
assistance with air conditioning and/or heating bills?			1	2	3 4 5
assistance with water and/or electricity bills?			1	2	3 4 5
assistance with telephone bills?			1	2	3 4 5
(What are the demographic characteristics of consumers for each service? How do client characteristics (%) compare to the characteristics of your community's general older and disabled adult population? Are there reasons other than income for demographic differences between the consumers being served and the older population of the country?)					
2. To what extent do the subsidized/private pay consumers receive same services under similar circumstances?			1	2	3 4 5
(Are there differences in services available to subsidized vs. fee-paying consumers?)					
3. If there is a waiting list, how adequate is the system in place for prioritizing consumers in each service:					
subsidized/low income housing?			1	2	3 4 5
affordable rental units?			1	2	3 4 5
CCRCs?			1	2	3 4 5
home improvement and modification ?			1	2	3 4 5
rental assistance?			1	2	3 4 5
housing information and assistance?			1	2	3 4 5
assistance with air conditioning and/or heating bills?			1	2	3 4 5
assistance with water and/or electricity bills?			1	2	3 4 5
assistance with telephone bills?			1	2	3 4 5

(What rules, policies, procedures are in place for prioritizing consumers?)	
OVERALL EQUITY RATING	1 2 3 4 5

F. QUALITY/ EFFECTIVENESS	
How successful are these services in addressing consumers' needs?	

1. Do any funders regularly monitor the following services:	
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|---|---|---|---|---|---|
| subsidized/low income housing? | 1 | 2 | 3 | 4 | 5 |
| affordable rental units? | 1 | 2 | 3 | 4 | 5 |
| CCRCs? | 1 | 2 | 3 | 4 | 5 |
| home improvement and modification ? | 1 | 2 | 3 | 4 | 5 |
| rental assistance? | 1 | 2 | 3 | 4 | 5 |
| housing information and assistance? | 1 | 2 | 3 | 4 | 5 |
| assistance with air conditioning and/or heating bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with water and/or electricity bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with telephone bills? | 1 | 2 | 3 | 4 | 5 |
| (What problems, if any, have been found? What % have been rectified?) | | | | | |

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| subsidized/low income housing? | 1 | 2 | 3 | 4 | 5 |
| affordable rental units? | 1 | 2 | 3 | 4 | 5 |
| CCRCs? | 1 | 2 | 3 | 4 | 5 |
| home improvement and modification ? | 1 | 2 | 3 | 4 | 5 |
| rental assistance? | 1 | 2 | 3 | 4 | 5 |
| housing information and assistance? | 1 | 2 | 3 | 4 | 5 |
| assistance with air conditioning and/or heating bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with water and/or electricity bills? | 1 | 2 | 3 | 4 | 5 |
| assistance with telephone bills? | 1 | 2 | 3 | 4 | 5 |
| (Do these providers have an advisory Board or committee? If so, who is on it? How often does it meet? What are the responsibilities of the committee? What role do consumers have on the committee?) | | | | | |

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|--------------------------------|---|---|---|---|---|
| subsidized/low income housing? | 1 | 2 | 3 | 4 | 5 |
| affordable rental units? | 1 | 2 | 3 | 4 | 5 |
| CCRCs? | 1 | 2 | 3 | 4 | 5 |

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home improvement and modification ? rental assistance? housing information and assistance? assistance with air conditioning and/or heating bills? assistance with water and/or electricity bills? assistance with telephone bills? (Have consumers been surveyed in the past 5 years? If so, what process was used? What were the major findings?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
4. To what extent have the providers acted on client feedback for each of the following? subsidized/low income housing? affordable rental units? CCRCs? home improvement and modification ? rental assistance? housing information and assistance? assistance with air conditioning and/or heating bills? assistance with water and/or electricity bills? assistance with telephone bills? (What policy and/or programmatic changes have occurred in the past 5 years as a direct result of client feedback?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
5. How sufficient is the complaint resolution process for each of the following? subsidized/low income housing? affordable rental units? CCRCs? home improvement and modification ? rental assistance? housing information and assistance? assistance with air conditioning and/or heating bills? assistance with water and/or electricity bills? assistance with telephone bills? (What is the complaint resolution process? How many complaints were documented last year? What was the nature of the complaints? What % were rectified?)	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

<p>6. To what extent are client complaints considered during planning, program development, or quality improvement efforts of the following providers:</p> <p>subsidized/low income housing? affordable rental units? CCRCs? home improvement and modification ? rental assistance? housing information and assistance? assistance with air conditioning and/or heating bills? assistance with water and/or electricity bills? assistance with telephone bills?</p> <p>(What policy and/or programmatic changes have occurred in the past 5 years as a direct result of client complaints?)</p>	<p>1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5</p>
<p>7. To what extent are home improvement/repair workers trained in the area of their service provision, such as lead paint removal, carbon dioxide detection, construction, etc.?</p> <p>(What training is required of staff? What % have been trained? What other types of training are offered? What % of employees takes advantage of non-required training opportunities? Do these training figures apply to both volunteers and paid workers? If not, how do the training requirements differ? How do the tasks/responsibilities differ?)</p>	<p>1 2 3 4 5</p>
<p>8. To what extent do the following providers regularly communicate unmet needs to county commissioners, planning, and other agencies?</p> <p>Subsidized/low income housing? Affordable rental units? CCRCs? Home improvement and modification ? rental assistance? Housing information and assistance? Assistance with air conditioning and/or heating bills? Assistance with water and/or electricity bills? Assistance with telephone bills?</p> <p>(Are providers represented in meetings of county commissioners,</p>	<p>1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5</p>

planning boards and other agencies? How?)	
9. To what extent do subsidized/low income housing providers work with other agencies to offer other services to housing residents (ex. transportation, congregate meals, etc.)? (What organizations and agencies cooperate with subsidized/low income housing in the provision of related services? What services are offered? What % of housing providers have working relations with other providers? What % of residents use services from other agencies or organizations?)	1 2 3 4 5
OVERALL QUALITY/EFFECTIVENESS RATING	1 2 3 4 5

Recap of Overall Housing and Home Improvement/Repair Ratings					
Existence	1	2	3	4	5
Adequacy	1	2	3	4	5
Accessibility	1	2	3	4	5
Efficiency and Duplication	1	2	3	4	5
Equity	1	2	3	4	5
Quality/ Effectiveness	1	2	3	4	5

Housing and Home Improvement/Repair Services' Major Strengths:

Identified Barriers and Areas for Improvement: